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June 8, 2020

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2nd Floor  
Harrisburg, PA 17120

**VIA ELECTRONIC FILING**

**RE: COVID-19 Customer Service, Billing, and Public Outreach Provisions Request for Utility Information, Docket No. M-2020-3020055**

Dear Secretary Chiavetta:

Please be advised that Tri-Co Connections, LLC (“Tri-Co”) acknowledges the Pennsylvania Public Utility Commission’s (“PUC”) request for COVID-19 utility customer service, billing, and public outreach information in its May 29, 2020 Secretarial Letter issued in the above-referenced docket. Tri-Co is not yet providing PUC-jurisdictional voice services. However, Tri-Co has taken steps to expand non-jurisdictional broadband services in its rural service territory due, in part, to the pressing needs of rural consumers for efficient broadband and data service to facilitate work from home, study from home, telehealth, *etc.* Tri-Co plans to offer PUC-jurisdictional services later this year, and, upon offering those services, will engage in the necessary and appropriate consumer outreach, education, and billing procedures as envisioned in the PUC’s May 29, 2020 Secretarial Letter.

If you have any questions concerning this matter, please contact the undersigned. Thank you.

Very truly yours,

McNEES WALLACE & NURICK LLC

By 

Pamela Polacek  
Kenneth R. Stark

Counsel to Tri-Co Connections, LLC

- c: Sarah Dewey, PUC Bureau of Consumer Services (via E-mail)  
Tom Charles, Director, PUC Office of Communications (via E-mail)  
Tanya McCloskey, Office of Consumer Advocate (via E-mail)  
John R. Evans, Office of Small Business Advocate (via E-mail)  
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